Connecting Contacts in CCTO

Connecting is a way to link separate monitoring events for the same individual if these were created without the use of cloning and at least 1 profile is already closed. **Connecting** is used for profiles that:
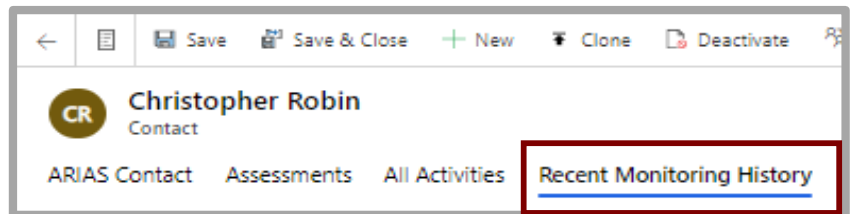
1. **represent the same individual,**
2. **already exist with different C#s, and**
3. **describe separate monitoring events (different, non-overlapping quarantine periods), with at least one event being closed.**

Connecting was developed to be a substitute for cloning when cloning ([per the job aid](#)) is not possible (e.g., because a profile flows in from NC COVID) and it should **not** be used instead of deduplication for active profiles. **See the [Cloning, Connecting, Deduplicating Job Aid](#) for examples and explanations.**

You can connect profiles with different C#s through *Recent Monitoring History* if they represent the same individual through different monitoring events:
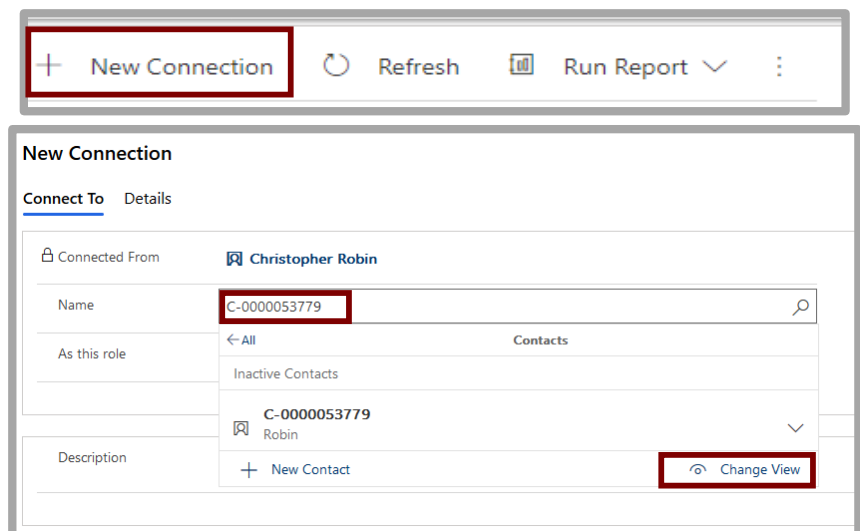
1. Recent Monitoring History:
- Navigate to the *Recent Monitoring History* Page on the individual's **active** profile.
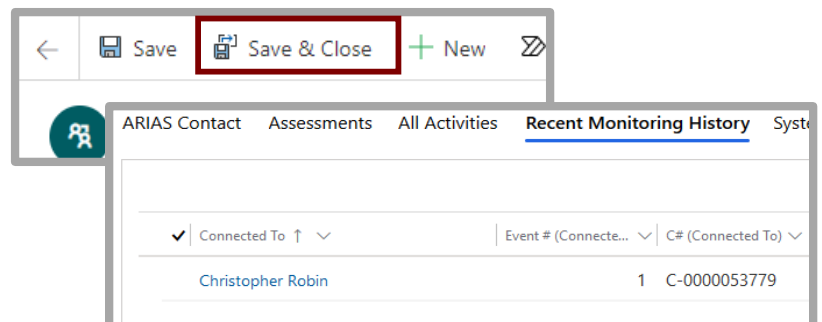

2. Connect Profiles:
- Select **+ New Connection** on the right side of the page.
- On the New Connection screen that appears, search and select **the C# of the profile** you would like to link to this individual under **Name.** You can use the **Change View** button to search other views, such as "Inactive Contacts."

3. Save and Close:
- When you're finished, click **Save and Close**, and the profile will now appear as a connection in Recent Monitoring History.

Please defer to your local guidance on whether you are responsible for using this feature.